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CONFIRMATION NO. 4313

SERIAL NUMBER	FILING or 371(c) DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.
10/735,470	12/12/2003 RULE	705	3691	717841.4
APPLICANTS Anand R. Kumar, Bismarck, ND; Michael A. Frank, Mandan, ND; Connie L. Schaner, Mandan, ND; Kelley C. Kunnanz, Bismarck, ND; Brent Roberts, St. Peters, MO; William Frame, Sunriver, OR; Rex Moorman, Foristell, MO; Channon O. Lowman, Mandan, ND; Eric Burke, O'Fallon, MO;				
** CONTINUING DATA ***** This appln claims benefit of 60/511,154 10/14/2003				
** FOREIGN APPLICATIONS *****				
** IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 03/23/2004				
Foreign Priority claimed <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 35 USC 119(a-d) conditions met <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Verified and Acknowledged <u>/JOHN O PRESTON/</u> <small>Examiner's signature</small>	<input type="checkbox"/> Met after Allowance <small>Initials</small>	STATE OR COUNTRY ND	SHEETS DRAWINGS 25	TOTAL CLAIMS 45
INDEPENDENT CLAIMS 5				
ADDRESS HUSCH BLACKWELL SANDERS LLP 190 Carondelet Plaza Suite 600 ST. LOUIS, MO 63105 UNITED STATES				
TITLE Method and apparatus for providing integrated customer care and work-flow management				
FILING FEE RECEIVED 1522	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	